

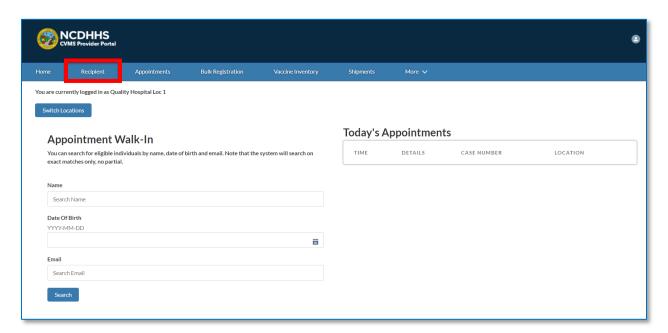
### **CVMS Provider Portal Job Aid**

# Handling COVID-19 Vaccine Administrations for Recipients that Received First Dose Through a Long-Term Care Pharmacy Partner

**Overview:** Please follow instructions below if you are a vaccine provider wanting to validate whether a recipient received their first COVID-19 vaccine dose at a long-term care pharmacy partner location. If a recipient did receive their first COVID-19 vaccine dose from a long-term care pharmacy partner, you will also learn how to record a recipient's second dose within the CVMS Provider Portal.

## Scenario 1 - How do I validate whether a recipient received their first COVID-19 vaccine dose at a long-term care pharmacy partner location?

- Navigate to the CVMS Provider Portal (<a href="https://covid-vaccine-provider-portal.ncdhhs.gov">https://covid-vaccine-provider-portal.ncdhhs.gov</a>)
- 2. Connect using your NCID username and password
- 3. Click the **RECIPIENT** tab

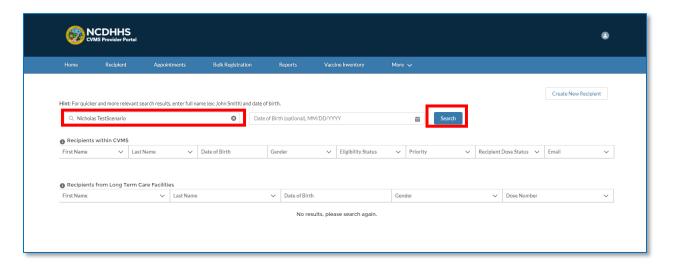


**4.** On the **RECIPIENTS** page, enter the name of the recipient you are looking for in the **SEARCH** bar

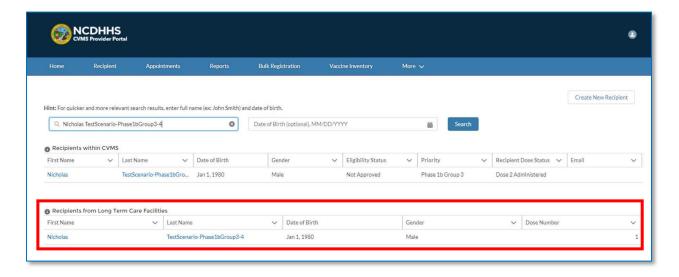


#### 5. Click the SEARCH button

**Note**: If searching for the recipient's name alone isn't sufficient, you can also add the recipient's DOB to further filter the search results



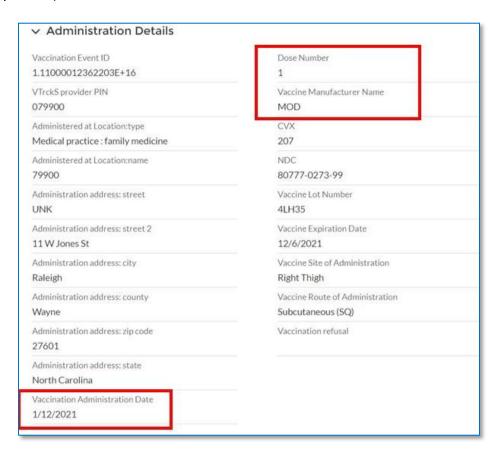
Search results will display...



- **6.** The search results are split between two tables:
  - Table 1: RECIPIENTS WITHIN CVMS
  - Table 2: RECIPIENTS FROM LONG TERM CARE FACILITIES (This table is reflective of recipients who received vaccines at a long-term care pharmacy partner location)



- 7. If the recipient you are searching for has an entry in the **RECIPIENTS FROM LONG TERM CARE FACILITY** table, the patient received AT LEAST one dose through a partnering longterm care pharmacy partner. Please verify that the recipient has only received one dose.
- **8.** To review the details of the specific vaccine administration, click the recipient's name within the **RECIPIENTS FROM LONG TERM CARE FACILITIES** table
- 9. The recipient's record will appear
- **10.** Use the **DETAILS** tab to view further vaccine information
- 11. Scroll down the **DETAILS** page and find the **DOSE 1 DETAILS** and **DOSE 2 DETAILS** (if applicable)

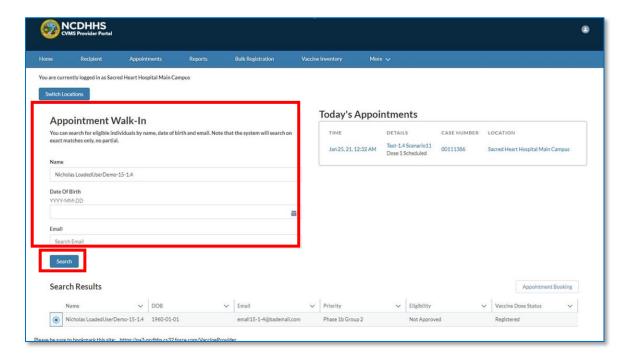


End of Scenario #1



Scenario 2 - If a recipient received their first COVID-19 vaccine dose from a longterm care pharmacy partner, how do I record their second dose within the CVMS Provider Portal?

- 1. Navigate to the CVMS Provider Portal (<a href="https://covid-vaccine-provider-portal.ncdhhs.gov">https://covid-vaccine-provider-portal.ncdhhs.gov</a>)
- 2. Connect using your NCID username and password
- 3. Search for the recipient in the APPOINTMENT WALK-IN tool and click SEARCH



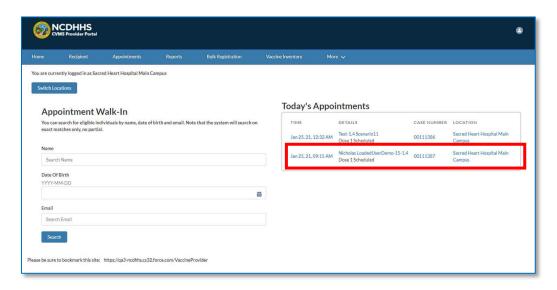
**4.** Identify the correct recipient within the **SEARCH RESULTS** that populate at the bottom of the page

**Note:** If a recipient received their first COVID-19 vaccine dose through a long-term care pharmacy partner, it is possible that the recipient does not have a CVMS record. In this case, the recipient will need to be added to CVMS as a walk-in recipient so that the second dose can be documented in the CVMS Provider Portal.

- **5.** Within the search results, click the radio button tied to the correct recipient and then click the **APPOINTMENT BOOKING** button
- **6.** Selecting the **APPOINTMENT BOOKING** button will cause the patient to appear in the **TODAY'S APPOINTMENTS** section

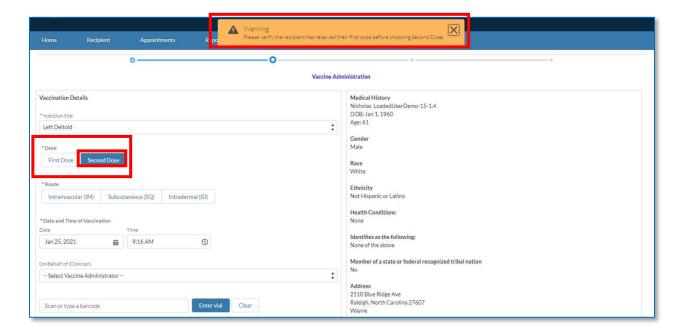


**Very Important Note**: Within Today's Appointments, you will see the recently created appointment temporarily in a "Dose 1 Scheduled" status. <u>Do not be concerned, as you will be changing the dose to a Dose 2 during the vaccine administration process.</u>

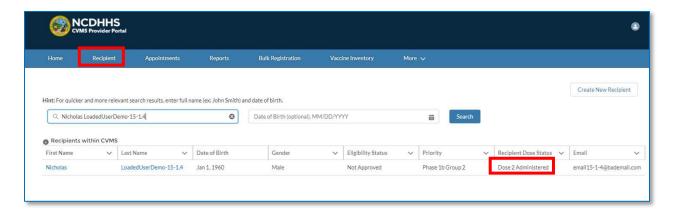


- **7.** Click the correct appointment ID within **TODAY'S APPOINTMENTS** to begin administration *The Vaccine Administration flow will begin...*
- **8.** On the **VACCINE ADMINISTRATION** page, make sure to select **SECOND DOSE** instead of **FIRST DOSE** when selecting the **DOSE NUMBER**.
  - A warning alert will appear asking you to make sure the recipient has received their first dose before selecting DOSE 2
  - This warning is to make sure Dose 2 isn't entered by mistake for someone who has not gotten the first dose yet





- 9. Enter the rest of the Vaccine Administration details, and click NEXT
- 10. This vaccine administration will be re-classified as a DOSE 2 ADMINISTERED appointment
- **11.** You will also be able to verify the Recipient's Dose Status is **DOSE 2 ADMINISTERED** by searching for the patient within the RECIPIENT tab



### End of Scenario #2

If you have any questions or issues, please go to the CVMS Help Desk Portal at <a href="https://ncgov.servicenowservices.com/csm\_vaccine">https://ncgov.servicenowservices.com/csm\_vaccine</a> and select the "Vaccine Provider" option to submit your question or issue.



You can also call the COVID-19 Vaccine Provider Help Desk at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Desk is available during the following hours:

Monday – Friday: 7:00 AM – 7:00 PM ET Saturday: 8:00 AM – 4:00 PM ET Sunday: Closed

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